

Appeals and Hearings

VII. GRIEVANCES

The contractor shall develop and implement a single automated grievance system separate and apart from the appeal process. This automated system shall properly control and account for the receipt and handling of grievances. (See OPM Part One, Chapter 1, Section III.G. and OPM Part Two, Chapter 8, Section V. for requirements.)

OPERATIONS MANUAL

Part Three

Chapter

7

Addendum
A

Figures

Appeals and Hearings

Addendum A Figures

Figure 3-7-A-1 Appointment of Representative and Authorization to Disclose Information (Non-Drug and Non-Alcohol, Non-Abortion, Non-Venereal Disease, Non-AIDS Cases)

(Reproduce Locally)

SAMPLE FORMAT

I appoint (Print or Type Name and Address of Representative) to act as my representative in connection with my appeal under 32 CFR 199.10, Appeal and Hearing Procedures, and authorize the TRICARE Management Activity (TMA) to release to said representative, information related to my medical treatment, and if necessary, photocopies of any medical records which may be required for adjudication of my claim for TRICARE benefits.

(Date)

(Signature of Person Giving Consent)

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Figure 3-7-A-2 Appointment of Representative and Authorization to Disclose Information (Drug, Alcohol, Abortion, Venereal Disease, and AIDS Cases)

(Reproduce Locally)

SAMPLE FORMAT

I appoint (Print/Type Name and Address of Representative) to act as my representative in connection with my appeal under 32 CFR 199.10, Appeal and Hearing Procedures, and authorize the TRICARE Management Activity (TMA) to release to said representative, information related to my medical treatment, and if necessary, photocopies of any medical records which may be required for adjudication of my claim for TRICARE benefits.

This consent will expire _____ from the date shown below; however, I reserve the right to withdraw this authorization at any time.

(Date)

(Signature of Person Giving Consent)

Prohibition on redisclosure:

This information has been disclosed to you from records whose confidentiality is protected by Federal Law. Federal regulations (42 CFR 2) prohibit you from making any further disclosure of this information except within the specific written consent of the person to whom it pertains. A general authorization for the release of medical or other information if held by another party is not sufficient for this purpose. Federal regulations state that any person who violates any provision of this law shall be fined not more than \$500 in the case of a first offense, and not more than \$5,000 in the case of each subsequent offense.

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Figure 3-7-A-3 Appeal Summary Log, TMA Form 607

APPEAL SUMMARY LOG									
PART I. TO BE COMPLETED BY MANAGED CARE SUPPORT CONTRACTOR									
APPEALING PARTY					CONTRACTOR'S CASE IDENTIFICATION NO.				
<input type="checkbox"/> PROVIDER <input type="checkbox"/> BENEFICIARY <input type="checkbox"/> REPRESENTATIVE					BENEFICIARY			DATE OF BIRTH	
APPEALING PARTY'S ADDRESS					<input type="checkbox"/> TRICARE PRIME ENROLLEE <input type="checkbox"/> TRICARE EXTRA <input type="checkbox"/> TRICARE STANDARD				
SPONSOR			SPONSOR SSN		REPRESENTATIVE'S NAME (IF APPLICABLE)				
<input type="checkbox"/> ACTIVE DUTY <input type="checkbox"/> RETIRED <input type="checkbox"/> DECEASED					BENEFICIARY'S RELATIONSHIP TO SPONSOR				
PROVIDER'S INFORMATION (LIST ADDITIONAL PROVIDERS IN COMMENT SECTION) NAME(S) (ALL PROVIDERS)									
1.					<input type="checkbox"/> NON-NETWORK	<input type="checkbox"/> NETWORK	BENEFICIARY HELD HARMLESS		
2.					<input type="checkbox"/> NON-NETWORK	<input type="checkbox"/> NETWORK	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
3.					<input type="checkbox"/> NON-NETWORK	<input type="checkbox"/> NETWORK	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
4.					<input type="checkbox"/> NON-NETWORK	<input type="checkbox"/> NETWORK	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
5.					<input type="checkbox"/> NON-NETWORK	<input type="checkbox"/> NETWORK	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
YES	NO					MEDICAL NECESSITY DETERMINATION <input type="checkbox"/>		FACTUAL DETERMINATION <input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	PROPER APPEALING PARTY?							
<input type="checkbox"/>	<input type="checkbox"/>	BENEFICIARY ELIGIBILITY ESTABLISHED?							
<input type="checkbox"/>	<input type="checkbox"/>	DOUBLE COVERAGE? (IF YES, NAME OF OTHER PLAN)							
<input type="checkbox"/>	<input type="checkbox"/>	MEDICAID COVERAGE?							
<input type="checkbox"/>	<input type="checkbox"/>	PARTICIPATING PROVIDER? (IF NON-NETWORK)							
<input type="checkbox"/>	<input type="checkbox"/>	NONAVAILABILITY STATEMENT REQUIRED?							
<input type="checkbox"/>	<input type="checkbox"/>	TIMELY FILED ?(IF YES, DATE MAILED/RECEIVED)							
<input type="checkbox"/>	<input type="checkbox"/>	WAIVER OF LIABILITY APPLICABLE?							
AMOUNT IN DISPUTE DATA (IF ADDITIONAL CLAIMS, LIST ON ADDITIONAL SHEETS) <i>(See reverse for instructions)</i>									
Date of Service	(a) 1/16/91 Determination Date	(b) 1/16/91 of Claims Appealed	(c) Billed Charges	(d) Allowable Charges	(e) Amount Denied	(f) Deductible Amount	AMOUNT PAID BY		
							(a) Other INS	(b) TRICARE	(c) Cost Share
Comments (Identify Service):									
Managed Care Support Contractor Point of Contact:									
PART II. TO BE COMPLETED BY NATIONAL QUALITY MONITOR CONTRACTOR (IF APPLICABLE)									
SECOND RECONSIDERATION DETERMINATION:									
YES	NO								
<input type="checkbox"/>	<input type="checkbox"/>	PROPER APPEALING PARTY?							
<input type="checkbox"/>	<input type="checkbox"/>	TIMELY FILED? (IF YES, DATE MAILED/RECEIVED)							
<input type="checkbox"/>	<input type="checkbox"/>	WAIVER OF LIABILITY APPLICABLE?							
<input type="checkbox"/>	<input type="checkbox"/>	AMOUNT IN DISPUTE REMAINS \$300 OR MORE?							
NQMC Point of Contact:									

TMA FORM 607
REV. JAN. 88

Appeals and Hearings**Figure 3-7-A-3 Appeal Summary Log, TMA Form 607 (Continued)****PREPARATION OF AMOUNT IN DISPUTE DATA**

- a. Initial determination date Enter date of the initial determination, which is usually the TRICARE Explanation of Benefits (EOB) date.
- b. ICN(s) of claims appealed Enter the ICN of each claim being appealed.
- c. Billed charges Enter total amount billed for this (these) claim(s).
- d. Allowable charges Enter total allowable amount. For purposes of determining "amount in dispute," include the amount which would have been "allowable" if the service/supply denied would have been payable.
- e. Amount denied Enter the amount of the "allowable charges," which were denied. Do not include any "allowable charge" reductions.
- f. Deductible amount Enter amount of deductible, if any, applied to this (these) claim(s).
- g. Amount paid by other insurance Enter amount of other insurance payment applicable.
- h. Amount paid by TRICARE Enter amount actually paid by TRICARE on this (these) claim(s).
- i. Amount paid by cost share Enter amount actually to be paid by the beneficiary/sponsor. If other insurance covers the entire cost share, enter Ø.

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Figure 3-7-A-4 Professional Qualifications, TMA Form 780

Form Approved
OMB No: 0704-0313
Expires: 30 Sep 1992

PROFESSIONAL QUALIFICATIONS MEDICAL/PEER REVIEWERS	
<p>Public reporting burden for this collection of information is estimated to average 25 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0313), Washington, DC 20503.</p>	
<p align="center">Privacy Act Statement</p>	
AUTHORITY:	10 U.S.C. 1079, 1086 and 1092
PRINCIPAL PURPOSE:	To solicit the professional qualifications of medical specialists and their credentials for Medical/Peer Reviewers positions. Individuals selected will review medical documentation contained in appeal or hearing case files.
ROUTINE USE:	None.
DISCLOSURE:	Voluntary
Physician's/Reviewer's Name:	Year of Birth:
Address:	
<p align="center">Medical Education</p>	
State:	Year of Degree:
School:	Year of License:
American Specialty Boards:	
Specialties:	
Type of Practice:	
National Scientific Medical Societies:	

CHAMPUS Form 780
November 1990

Previous editions are obsolete

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Figure 3-7-A-5 Letter to Proper Appealing Party when Review has been Requested by an Improper Appealing Party

An appeal in your behalf has been received from (Name of Person who requested Appeal). Under 32 CFR 199.10, (Name of Person), is not an appropriate appealing party, and, consequently, the request cannot be accepted as an appeal.

The TRICARE case file does not indicate that you have appointed anyone as representative to act in your behalf. Therefore, if you wish to appeal you have the following options:

- a. Appeal in your behalf.
- b. Appoint a representative who may request an appeal in your behalf.

If you intend to appeal in your own behalf or through a duly-appointed representative, the appeal must be received within 20 days of the date of this letter or by the appeal deadline set forth in the initial determination notice (whichever is later).

An Appointment of Representative form is enclosed for your convenience should you wish to appoint a representative. Your correspondence should be addressed to:

CONTRACTOR'S NAME AND ADDRESS

Signature

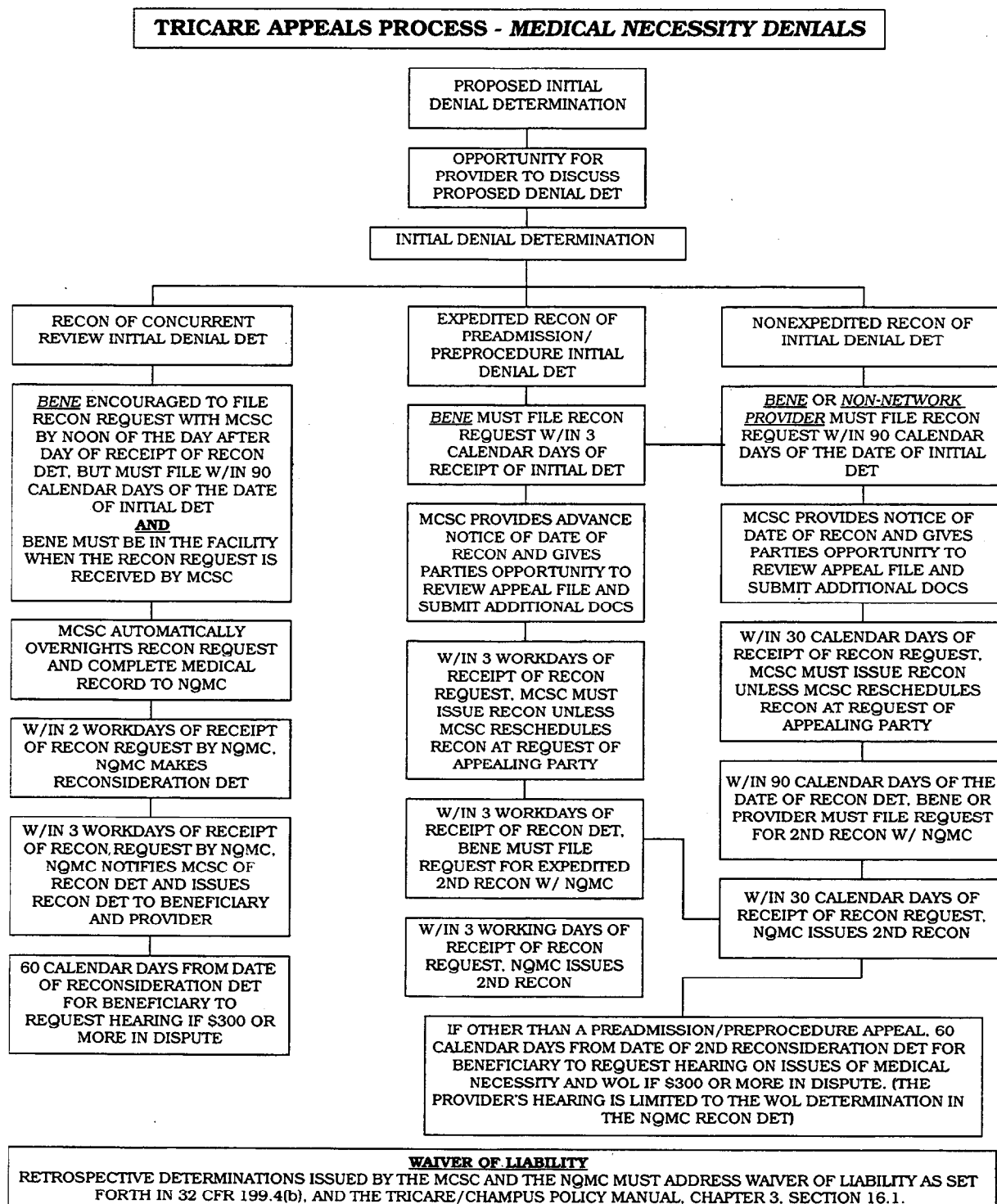
cc:

Improper Appealing Party

Chapter 7

Appeals and Hearings

Figure 3-7-A-6 TRICARE Appeals Process - Medical Necessity Denials



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Figure 3-7-A-7 TRICARE Appeals Process - Factual Determinations

